

**THAT WHICH IS CLAIMED IS:**

1. A call handler interface comprising:
  - a housing;
  - a telephone line port carried by said housing
  - to be connected to a telephone line;
  - 5 a telephone headset port carried by said housing to be connected to a telephone headset;
  - an amplifier carried by said housing connectable between said telephone line port and said telephone headset port for amplifying and coupling
  - 10 signals therebetween; and
  - personalized message storage and retrieval circuitry carried by said housing and connected to said amplifier for permitting a call handler to store at least one message in a voice of the call handler and
  - 15 selectively retrieve the stored at least one personalized message for playing to a caller on the telephone line.
2. A call handler interface according to Claim 1 further comprising a level control circuit carried by said housing and connected to said amplifier for controlling at least a playback level for a
- 5 personalized message.
3. A call handler interface according to Claim 1 further comprising:
  - at least one call handler interface switch carried by said housing; and
  - 5 control logic circuitry carried by said housing for controlling said personalized message storage and retrieval circuitry based upon said at least one call handler interface switch.

4. A call handler interface according to  
10 Claim 3 wherein said at least one call handler  
interface switch comprises:

a first set of function switches; and  
a second set of personalized message  
selection switches.

5. A call handler interface according to  
Claim 4 further comprising respective function  
indicators carried by said housing and associated with  
said first set of function switches.

6. A call handler interface according to  
Claim 3 further comprising an external control port  
carried by said housing and connected to said control  
logic circuitry for permitting external control of said  
5 personalized message storage and retrieval circuitry.

7. A call handler interface according to  
Claim 1 further comprising a handset port carried by  
said housing and connectable to said amplifier for  
permitting connection of a telephone handset thereto.

8. A call handler interface according to  
Claim 7 further comprising at least one selector switch  
carried by said housing for selectively connecting said  
headset port or said handset port to said amplifier.

9. A call handler interface according to  
Claim 1 wherein said personalized message storage and  
retrieval circuitry comprises a connector and a memory  
device removably mated with said connector; said memory  
5 device for storing the at least one message in a voice  
of the call handler.

10. A call handler interface according to Claim 1 further comprising a mute switch carried by said housing and connected to said amplifier for muting the call handler.

11. A call handler interface according to Claim 1 wherein said telephone line input port comprises a wireless telephone line port.

12. A call handler interface according to Claim 1 wherein said telephone line headset port comprises a wireless telephone line headset port.

13. A call handler interface according to Claim 1 wherein said telephone line input port comprises a telephone line connector.

14. A call handler interface according to Claim 1 wherein said telephone line headset port comprises a wireless telephone line headset connector.

15. A call handler interface according to Claim 1 further comprising a headset carried by said housing.

16. An automated call distribution (ACD) system comprising:

an ACD device and a plurality of call handler work stations connected thereto, each work station comprising a call handler display for displaying information to a call handler, a call handler input device for accepting call handler inputs, and a call handler interface comprising  
a housing,

10           a telephone line port carried by said  
housing to be connected to said ACD device,  
          a telephone headset port carried by said  
housing to be connected to a telephone  
headset,  
15           an amplifier carried by said housing and  
connectable between said telephone line port  
and said telephone headset port for  
amplifying and coupling signals therebetween,  
and  
20           personalized message storage and  
retrieval circuitry carried by said housing  
and connected to said amplifier for  
permitting a call handler to store at least  
one message in a voice of the call handler  
25           and selectively retrieve the stored at least  
one personalized message for playing to a  
caller on the telephone line.

17. An ACD system according to Claim 16  
further comprising a level control circuit carried by  
said housing and connected to said amplifier for  
controlling at least a playback level for a  
5 personalized message.

18. An ACD system according to Claim 16  
further comprising:  
          at least one call handler interface switch  
carried by said housing; and  
5           control logic circuitry carried by said  
housing for controlling said personalized message  
storage and retrieval circuitry based upon said at  
least one call handler interface switch.

19. An ACD system according to Claim 18 wherein said at least one call handler interface switch comprises:

- a first set of function switches; and
- 5 a second set of personalized message selection switches.

20. An ACD system according to Claim 19 further comprising respective function indicators carried by said housing and associated with said first set of function switches.

- 21. An ACD system according to Claim 18 further comprising an external control port carried by said housing and connected to said control logic circuitry for permitting external control of said
- 5 personalized message storage and retrieval circuitry.

22. An ACD system according to Claim 16 further comprising a handset port carried by said housing and connectable to said amplifier for permitting connection of a telephone handset thereto.

23. An ACD system according to Claim 22 further comprising at least one selector switch carried by said housing for selectively connecting said headset port or said handset port to said amplifier.

- 24. An ACD system according to Claim 16 wherein said personalized message storage and retrieval circuitry comprises a connector and a memory device removably mated with said connector; said memory device
- 5 for storing the at least one message in a voice of the call handler.

25. An ACD system according to Claim 16 further comprising a mute switch carried by said housing and connected to said amplifier for muting the call handler.

26. A telephone system comprising:

at least one key telephone set and at least one call handler interface connected thereto, said call handler interface comprising

- 5 a housing,
- a telephone line port carried by said housing to be connected to said at least one key telephone set,
- 10 a telephone headset port carried by said housing to be connected to a telephone headset,
- an amplifier carried by said housing and connectable between said telephone line port and said telephone headset port for
- 15 amplifying and coupling signals therebetween, and
- personalized message storage and retrieval circuitry carried by said housing and connected to said telephone headset
- 20 amplifier for permitting a call handler to store at least one message in a voice of the call handler and selectively retrieve the stored at least one personalized message for playing to a caller on the telephone line.

27. A telephone system according to Claim 26 further comprising a private branch exchange connected upstream of said at least one key telephone set.

28. A telephone system according to Claim 26 further comprising a level control circuit carried by said housing and connected to said amplifier for controlling at least a playback level for a  
5 personalized message.

29. A telephone system according to Claim 26 further comprising:

at least one call handler interface switch carried by said housing; and

5 control logic circuitry carried by said housing for controlling said personalized message storage and retrieval circuitry based upon said at least one call handler interface switch.

30. A telephone system according to Claim 29 wherein said at least one call handler interface switch comprises:

a first set of function switches; and  
5 a second set of personalized message selection switches.

31. A telephone system according to Claim 30 further comprising respective function indicators carried by said housing and associated with said first set of function switches.

32. A telephone system according to Claim 29 further comprising an external control port carried by said housing and connected to said control logic circuitry for permitting external control of said  
5 personalized message storage and retrieval circuitry.

33. A telephone system according to Claim 26 further comprising a handset port carried by said

housing and connectable to said amplifier for  
permitting connection of a telephone handset thereto.

34. A telephone system according to Claim 33  
further comprising at least one selector switch carried  
by said housing for selectively connecting said headset  
port or said handset port to said amplifier.

35. A telephone system according to Claim 26  
wherein said personalized message storage and retrieval  
circuitry comprises a connector and a memory device  
removably mated with said connector; said memory device  
5 for storing the at least one message in a voice of the  
call handler.

36. A telephone system according to Claim 26  
further comprising a mute switch carried by said  
housing and connected to said amplifier for muting the  
call handler.

37. A method for making a call handler  
interface comprising:

providing a housing with a telephone line  
port and telephone headset port carried by the housing;

5 providing an amplifier in the housing and  
connectable between the telephone line port and the  
telephone headset port for amplifying and coupling  
signals therebetween; and

providing personalized message storage and  
10 retrieval circuitry carried by the housing and  
connected to the amplifier for permitting a call  
handler to store at least one message in a voice of the  
call handler and selectively retrieve the stored at  
least one personalized message for playing to a caller  
15 on the telephone line.



38. A method according to Claim 37 further comprising providing a level control circuit carried by the housing and connected to the amplifier for controlling at least a playback level for a  
5 personalized message.

39. A method according to Claim 37 further comprising providing:

at least one call handler interface switch carried by the housing; and

5 control logic circuitry carried by the housing for controlling the personalized message storage and retrieval circuitry based upon the at least one call handler interface switch.

40. A method according to Claim 39 wherein the at least one call handler interface switch comprises:

a first set of function switches; and  
5 a second set of personalized message selection switches.

41. A method according to Claim 39 further comprising an external control port carried by the housing and connected to the control logic circuitry for permitting external control of the personalized  
5 message storage and retrieval circuitry.

42. A method according to Claim 37 further comprising providing a handset port carried by the housing that is connectable to the amplifier for permitting connection of a telephone handset thereto.